Contractor Review Quick Reference Guide for Physical Assessment Subsystem (PASS)



Version 2.3

US Department of Housing and Urban Development

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Introduction

Background

The Real Estate Assessment Center (REAC) is a U.S. Department of Housing and Urban Development (HUD) national management center created to centralize and standardize the way HUD monitors and evaluates the physical condition as well as the financial assessment of HUD properties. This includes over 3,000 Public Housing Authorities (PHA) and over 30,000 Federal Housing Administration (FHA) multifamily insured, direct loan, HUD-held, and Section 8 project-based subsidized properties.

The Physical Assessment Subsystem (PASS) is being developed by REAC to monitor the physical condition of HUD properties based on on-site physical inspections. One component of PASS is the Checklist. The Checklist compares the original data pulled from the source system with data collected during the physical inspection to identify and assess any discrepancies in the data. REAC personnel use the Checklist to analyze the quality of the physical inspections performed to determine if HUD should pay the contracted inspectors.

Objectives

The purpose of the PASS Checklist is to provide REAC users with accurate information to effectively manage physical inspections performed by contractors and QA inspectors. The Checklist provides information on the property, participant, scoring, site, buildings, and inspected items for completed inspections.

The Checklist displays any discrepancies between existing data and the data collected by the contracted Inspector for a given property. These "inspected items" are displayed on the screen for REAC users to review and challenge. Upon reviewing each inspected item, the user decides whether to accept the inspection and pay the contractors, or to reject the inspection and stop payment while REAC pursues further investigation.

Each physical inspection is reviewed by a REAC Engineer and Government Technical Manager (GTM). Using the system, the GTM can send any challenged discrepancies to the Contractor for further clarification.

PASS Checklist is primarily used by REAC personnel responsible for auditing physical inspections. In addition, contracted Inspectors are notified of, and asked to clarify, any discrepancies in their inspections using PASS Checklist. Authorized users can access the Checklist via the Internet/Intranet through HUD secure connections.

Glossary of Terms

CIDR Centralized Integrated Data Repository

DCD Data Collection Device

FHA Federal Housing Administration

GTM Government Technical Manager

HUD U.S. Department of Housing and Urban Development

IBS Integrated Business Structure

N/A Not Applicable

NOD No Observed Deficiency

OD Observed Deficiency

PASS Physical Assessment Subsystem

PHA Public Housing Authority

PIH Public and Indian Housing

QA Quality Assurance

REAC Real Estate Assessment Center

REMS Real Estate Management System

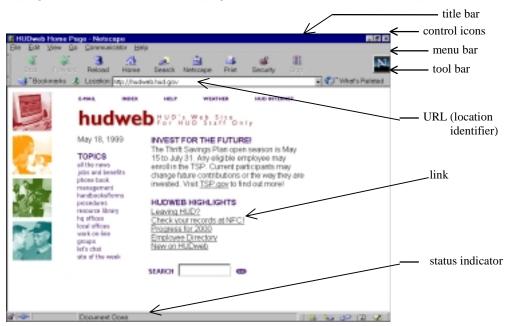
Getting Started

Navigation Basics

A browser allows access to web pages on HUDweb. HUDweb is HUD's intranet or internal communications network, available only to HUD. HUD uses Netscape as the browser. The HUDweb can be accessed from any HUD computer desktop.

Web Page

The web page is a document or application with a unique address on the Web, including links to other pages. The **HUDweb** main page is shown below as an example.



Title Bar

The title bar at the top of the page displays the title of the document or application of the Web page that is active or currently displayed. When more than one window is open, the title bar of the active window is bold; the other open title bars appear faded.

Control Icons

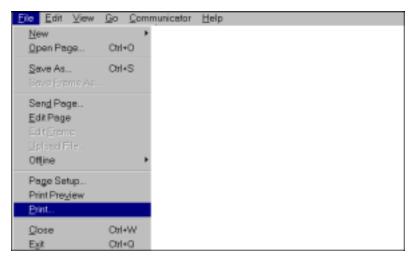
In the right corner of the title bar, there are three control icons. With a mouse click, the Minimize icon reduces or minimizes the window to the bottom of the page. To enlarge the window back to full size, click on the appropriately titled box at the bottom of the page. The Minimize/

Maximize con reduces the window to a smaller size, allowing the user to view other open windows or the desktop. To enlarge the window back to full size, click on again.

The last control icon is the Close icon. Clicking on this control icon closes the browser application (and the document or application open within the browser) and returns the user to the desktop.

Menu Bar

The menu bar provides drop-down menus for browser functions. By placing the cursor over a menu item and clicking on it with a left mouse button, the drop-down menu appears. Highlight the appropriate menu function with the cursor to make a selection.



Available menu functions are text items in bold. Menu functions that are not available appear faded and cannot be activated.

Tool Bar

The tool bar consists of buttons representing browser functions.



Available functions are buttons with bold text and graphics. A tool bar button appears faded if the function is not available.

Location Identifier

The unique location of the Web document or application is called the Uniform Resource Locator (URL). The URL is used to find a particular Web page among all the computers on the Internet. Enter the desired URL in the *Location* field and press the Enter key.

NOTE: The field is labeled "Location" for an Internet site. It is labeled "Netsite" for an intranet (internal/within the organization) site.

Status

The Netscape browser indicates the status of the action being performed. If the browser is performing an action (for example, searching a database for information): the Netscape logo to the right of the URL address appears to have comets flying across it, the Stop sign on the tool bar is bold and red, and the status indicator line at the bottom of the page (next to the lock describes the status (for example, "Connect . . . Waiting for reply"). Upon completion of the action, the logo returns to its static state, the Stop tool appears faded, and the status indicator line reads "Document: Done."

NOTE: The lock indicates whether the Web page is secure or not. Some Web pages can be secured or blocked from other Internet users if the page contains sensitive information, such as financial or housing information. If the lock is closed, the page is secure. If the lock is open, it is not a secure Web page.

Links

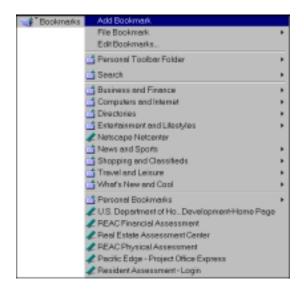
A link provides a method to move quickly from the current page to another Web page. Links are typically underlined, although they do not have to be. Click on a particular link, and it moves the user to that particular page. Once the link is accessed, it typically changes color to indicate the user has already accessed it once before.

Bookmarks

The Bookmarks function is a browser tool that provides the user with quick access to a Web page. Once a Web page's title and location is marked as a bookmark in the browser, the user does not have to remember and type in the URL or go through a series of links to access that page.



To bookmark the currently displayed Web page, click on Bookmarks to the left of the *Location* field for the drop-down options. Click on the Add Bookmark option to mark the page. The Web page location is added.



All bookmark(s) appear in list form under the Bookmarks option. Clicking on a bookmark in that list takes the user directly to that page.

REAC Technical Service Support

The Contractor's Help Desk can contact staff in the Physical Inspection Operations area within REAC for assistance Monday through Friday from 8:00 A.M. to 5:30 P.M.

REAC Technical Service Phone Number 1-877-406-9220

Technical Assistance Center

Users can contact the REAC Technical Assistance Center with any questions or problems Monday through Friday 7 a.m. to 8:30 p.m., Eastern Standard Time. The REAC Technical Assistance Center can be contacted by telephone or email.

REAC Technical Assistance Center Phone Number 1-888-245-4860

Contractor Response Function

Accessing the Contractor Review Page

Users can access the PASS Contractor Response Function via the Internet.

To access the PASS Contractor Review page:

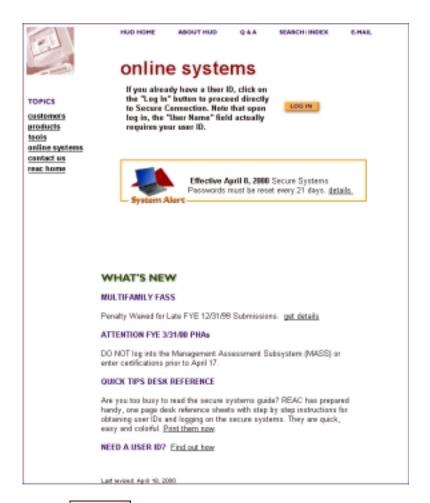
- 1. Double click on the Netscape icon on your desktop.
- 2. Under the toolbar, click in the *Location* field near the top of the screen. The URL (location of the site) is highlighted.



3. Enter the following URL in the *Location* field: https://hudapps.hud.gov/REAC The Real Estate Assessment Center homepage displays:



4. Click on online systems link. The Online System page displays.



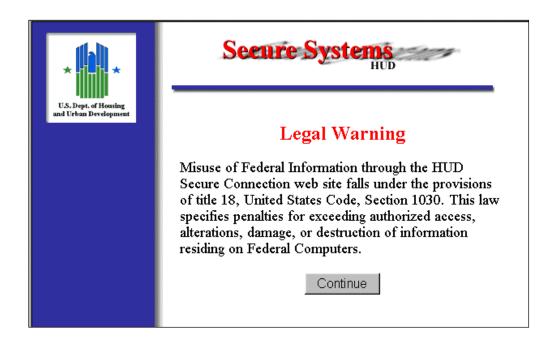
5. Click on the LOGIN button. The Secure Systems User Login page displays.



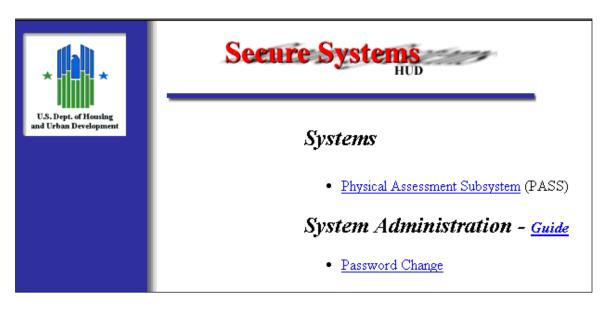
6. Enter your User ID in the User Name field.

NOTE: Your User ID is the ADP code assigned to you by HUD. Your User ID is case sensitive. Always use upper case (capital) letters for any letters within the *User Name* field.

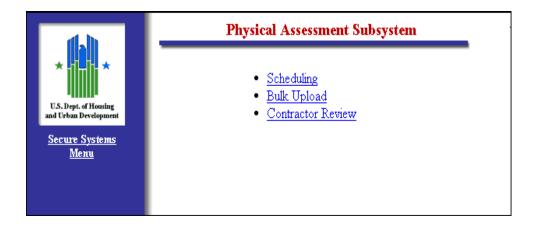
- 7. Press the Tab key to move to the Password field.
- 8. Enter your password. Click on the **OK** button and the **Secure Systems** warning page displays.



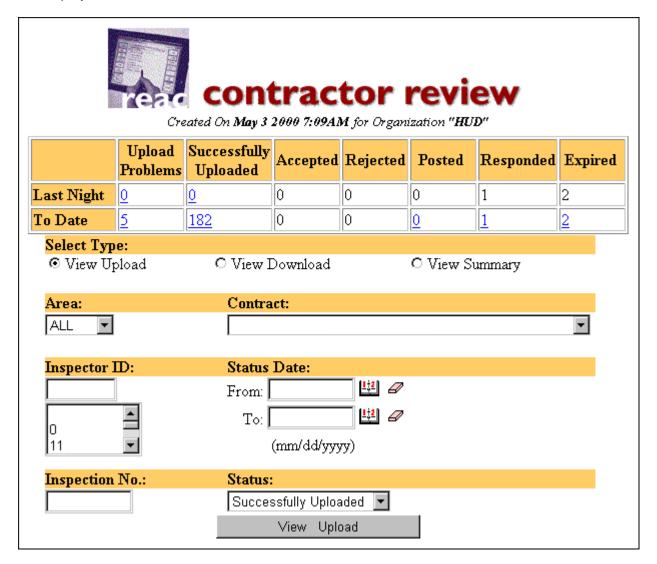
9. Press the Continue button. The **Secure Systems** page displays.



10. Click on the <u>Physical Assessment Subsystem (PASS)</u> link in the **Systems** section. The **Physical Assessment Subsystem** page displays.



11. Click on the <u>Contractor Review</u> link. The **Contractor Review – Inspection Query** page displays.



Contractor Review - Inspection Query Page

The **Contractor Review - Inspection Query** page consists of two sections: an *Inspections Uploaded* table and an *Inspection Query* section. The *Inspections Uploaded* table at the top of the page displays the number of physical inspection data transfer attempts, as well as the number of physical inspections successfully transferred (uploaded) to the central database by the Contractors. Links on the *Upload Problems* and *Successfully Uploaded* fields provide access to Summary Reports. The Summaries accessed through the Inspections Uploaded table list each inspection uploaded successfully as well as inspections that encountered errors in the upload process.

In addition, data is provided on the number of responses returned for challenged inspection that are either accepted or rejected by the GTM. The table also displays data on the number of challenged items posted, responded and expired. Links are available on the <u>Posted</u>, <u>Responded</u> and <u>Expired</u> fields that provide access to the **Contractor Inbox**.

The query section in the lower portion of the page allows the user to search for inspections based on specified criteria, such as the area, contract, inspector ID, status date, inspection number, and status. Queries allow the user to view lists of uploaded and downloaded inspections, and a summary list of uploads and downloads. Use the right scroll bar to view the entire page.



Inspections Uploaded Table

The *Inspections Uploaded* table is a summary table located at the top of the **Contractor Review - Inspection Query** page.

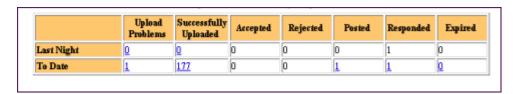
The first row of the table shows names of seven categories (columns). The categories are:

- Upload Problems category reflects the number of errors encountered during uploading inspection data. This number is the total number of inspections uploaded but not processed.
- Successfully Uploaded category reflects every inspection that was successfully uploaded to the Centralized Integrated Data Repository (CIDR) and processed.
- Accepted (third column) and Rejected (fourth column) provide the status of the challenged inspection once the GTM reviews the comments received from the contractor.
- **Posted** column informs the contractor of the number of inspections that have been challenged and sent for clarification.
- **Responded** column is updated once the contractor reviews the challenged inspection and sends the information back to the GTM.
- **Expired** column is updated if the Contractor does not answer the challenged inspection before the expiration date given by the GTM.

The second and third rows of the *Inspections Uploaded* table are:

- Last Night indicates the total number of inspections in any category from the previous night.
- To Date indicates the total number of inspections to date for each category.

NOTE: In the *Successfully Uploaded* category, inspection summaries are only available for the previous night. The message "Sorry, no records matched your query" displays if no inspections were moved to CIDR the previous night.

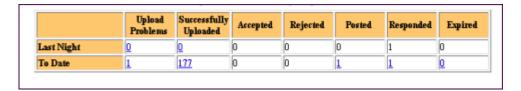


By clicking on the number links (i.e., $\underline{1}$) in either category, the user can access the **Inspection Summaries** page. The **Inspection Summaries** page lists the inspections, time uploaded or downloaded, and any errors that occurred.

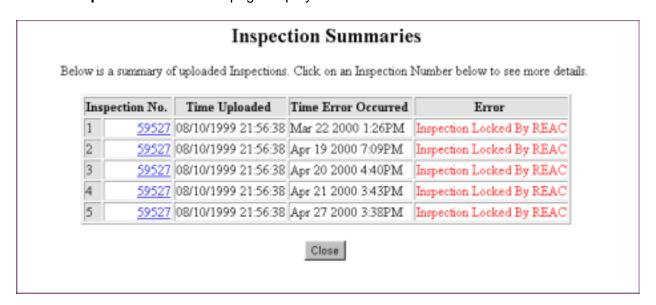
Inspection Summaries Page

To access inspection summaries in either category:

1. Click on a number link (i.e., 1) in either the Last Night or To Date column in the Inspections Uploaded table.



2. The **Inspection Summaries** page displays.



NOTE: The **Inspection Summaries** page lists each problem item (error) encountered while uploading the inspections on a separate line.

3. Click on an inspection number link (i.e., <u>59527</u> in the second column) to view the basic details of the inspection. The **Inspection Details** page displays.



Inspection Details

The *Inspection Details* table provides general background information on the physical inspection. To return to the **Inspection Uploads** page, click on the Close button.

Inspection Queries

Contractor Review - Inspection Query allows the user to view uploads, downloads, and summary tables for the search criteria entered. The user can select any of the query fields to execute a search including: *Select Type*, *Area, Contract, Inspector ID*, *Status Date, Inspection No.* and *Status*.



Query Fields

The Query Fields are as follows:

- Select Type field allows the user to select the type of information to view. The user
 can view uploaded inspections, downloaded inspections or inspection summaries
 (which include downloaded and uploaded inspections).
- Area field allows the user to search for a specific physical inspection by clicking on the drop-down arrow to display the list of areas. Select the area from the list or leave this field to "All" to include all inspections in the search.
- Contract field allows the user to search a specific physical inspection by clicking on the drop-down arrow to display the list of contracts. Select the contract from the list or leave this field blank to include all the contracts in the search.
- Inspector ID field searches by the inspector's ID number. Use the scroll bar to select an inspector ID number from the list, type in the inspector ID number, or leave this field blank to include all the inspectors in the search.
- Status Date searches for inspections within a range of dates, using the calendar box to enter the beginning (From) and ending (To) dates of the time frame.
- Inspection No field allows the user to search a specific physical inspection by entering the number of the inspection. Enter the inspection number or leave this field blank to include all inspections in the search.
- Status field allows the users to search by the status of an inspection. Click on the right drop-down arrow to display the list of statuses. Select a status from the list or leave this field blank to include all statuses in the search.

To use the calendar box:

1. Click on the button to view the current month in the **calendar** box. The current date is highlighted.



NOTE: Use the to erase the date in either the *From* or To *Status Date* fields.

- 2. To navigate in the calendar box to select a date:
 - Click on a date (e.g.,12) to select a date in the current month.
 - To move forward or backward by month, click on the or at the top of the calendar. Click once per month.
 - To move forward or backward by year, click on the or at the top of the calendar. Click once per year.
 - Users can also use the drop-down arrows to select the month and year from the Month and Year menus. The calendar changes once the month and year are selected, and users can then click on a specific date within the month.
- 3. The **calendar** box closes once a date is selected, or you can click on the **X** control icon to close the window.

Query Buttons

The query button at the bottom of the **Contractor Review – Inspection Query** page reflects what was chosen in the *Select Type* field.



If the View Upload radio button is selected then the View Upload query button displays at the bottom of the page. The View Upload button provides a list of uploaded inspections based on the query criteria entered.

Selecting the View Download radio button activates the View Upload query button. The View Download query button generates a list of the inspections downloaded by the inspector(s) based on the criteria entered.

The View Summary radio button displays both uploaded and downloaded inspections, based on the query criteria entered.

View Uploads

The **Inspection Uploads** page lists all the physical inspections uploaded to CIDR, based on the query criteria entered. The *Status* column indicates whether the upload is posted, accepted, rejected, or new.

To view uploaded inspections:

1. Click on the *View Upload* radio button and select the search criteria on the **Contractor Review - Inspection Query** page.



2. Click on the displays. View Upload button. The **Inspection Uploads** page

Successfully Uploaded Inspections 191 Records found						
	Inspector	Inspection No.	Time Uploaded	Status		
l	GALMAN JR. (H07682)	1050011	Nov 4 1998 8:15AM	MANUAL CHECKLIST		
2	LAMON (H13614)	1006428	Nov 4 1998 10:08PM	MANUAL CHECKLIST		
3	GALMAN JR (H07682)	1050015	Nov 4 1998 10:08PM	MANUAL CHECKLIST		
4	PATEL (H07804)	1008400	Nov 5 1998 10:12PM	MANUAL CHECKLIST		
177	ATS (H12345)	5007	Feb 16 2000 4:00PM	POSTED		
178	WEBB (H05578)	1092072	Mar 15 2000 12:11AM	ACCEPTED		
179	WEBB (H05578)	1092017	Mar 20 2000 12:11AM	ACCEPTED		
180	WONG (H05607)	1092082	Mar 29 2000 12:13AM	ACCEPTED		
181	CAPERTON JR (H10349)	1092078	Mar 30 2000 12:12AM	ACCEPTED		
182	ARCARA (H04974)	1092081	Mar 30 2000 12:12AM	ACCEPTED		
183	WONG (H05607)	1092086	Apr 3 2000 12:13AM	ACCEPTED		
184	CAPERTON JR (H10349)	1092080	Apr 6 2000 12:11AM	ACCEPTED		
185	PATEL (H07804)	1092107	Apr 6 2000 12:11AM	ACCEPTED		
186	PATEL (H07804)	1092106	Apr 7 2000 12:11AM	ACCEPTED		
187	ATS (H12345)	5005	Apr 19 2000 7:09PM	NEW		
188	ATS (H12345)	51001	Apr 27 2000 3:38PM	POSTED		
189	ATS (H12345)	51002	Apr 27 2000 3:38PM	NEW		
190	ATS (H12345)	51003	Apr 27 2000 3:38PM	NEW		
191	ATS (H12345)	51379	Apr 27 2000 3:38PM	NEW		

This page lists inspections that successfully uploaded. Use the scroll bar to view the entire **Inspection Uploads** list.

NOTE: A Change Search Criteria button is available on this page. This button allows the user to return to the query page to enter different search criteria.

To view basic details for an inspection:

1. Click on an inspection number link on the **Inspection Uploads** page. The **Inspection Details** page displays.



2. Click on the Close button to return to the **Inspection Uploads** page.

View Downloads

The **Inspection Downloads** page lists the physical inspections downloaded by inspector for the specified query criteria.

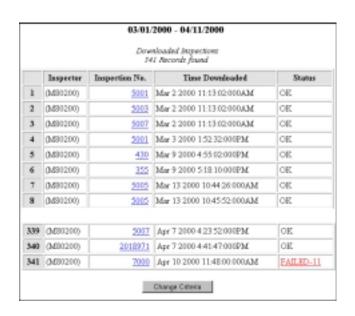
NOTE: A Change Criteria button is available on this page. This button allows the user to return to the query page to enter different search criteria.

To view downloads:

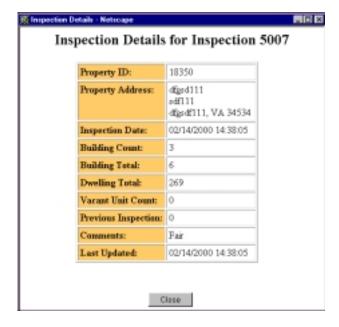
1. Click on the *View Download* radio button and select the search criteria on the **Contractor Review - Inspection Query** page.



2. Click on the View Download button. The Inspection Download page displays.



3. Click on an inspection number link to view the basic information on an inspection. The **Inspection Details** page displays.

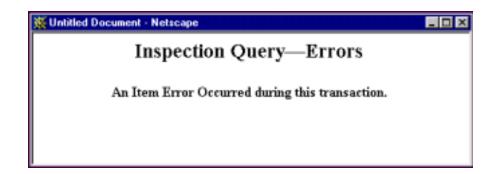


4. From the **Inspection Details** page click on the close button to return to the **Inspection Downloads** page.

NOTE: If an error occurred during the download, the *Status* column provides a status error link.

To view the error message:

1. Click on the failed number link (i.e., <u>FAILED-11</u>). The **Inspection Errors Query** message displays.



View Summary

The **Inspection Summary** page lists all the inspections that have been uploaded and downloaded within the query criteria.

NOTE: A Change Criteria button is available on this page. This button allows the user to return to the query page to enter different search criteria.

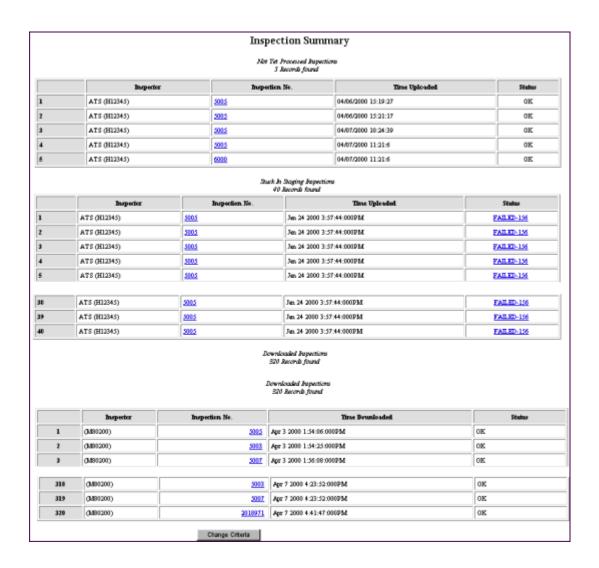
To view inspection summaries:

1. Click on the *View Summary* radio button and select the search criteria on the **Contractors Review - Inspection Query** page.

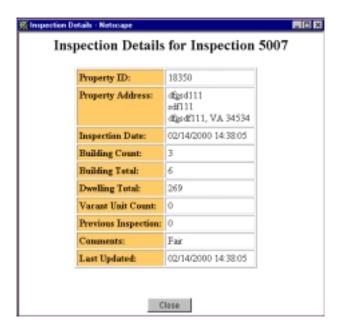


2. Click on the View Summary button. The Inspection Summary page displays.

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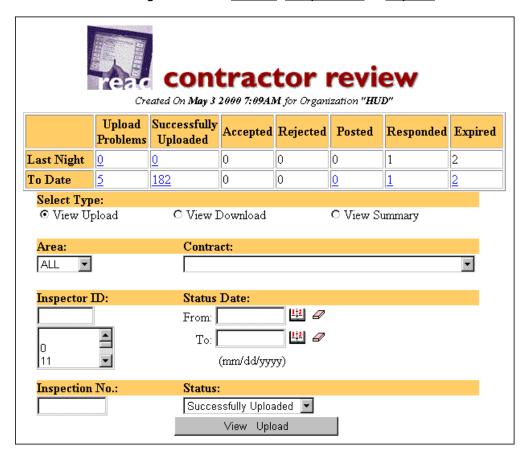
3. Click on an inspection number link to view details on that inspection from either the **Upload** or **Download** table. The **Inspection Details** page displays.



4. Click on the Close button to return to the **Inspection Summaries** page from the **Inspection Details** page.

Accessing the Contractor Review Inbox

1. Click on one of the following field links: <u>Posted</u>, <u>Responded</u>, or <u>Expired</u>.



The Contractor Inbox displays:



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NOTE: Click on the *Sorted By* drop-down arrow, if applicable, to select how the data in the Inbox should be sorted. The sort default is by Inspection Number.

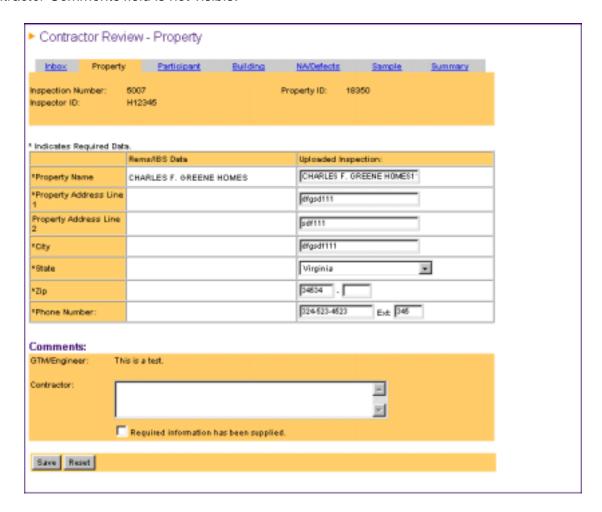
NOTE: Inspections posted with a future start date do not appear in the Inbox.

2. Click on the <u>Inspection Number</u> link, the **Contractor Review - Property** page displays.

NOTE: Changes cannot be made to inspections with a status of "Expired" or "Responded".

Contractor Review - Property Page

The Contractor can make changes to the challenged property information and provide comments. If the property information is not challenged, all fields are view only and the *Contractor Comments* field is not visible.



1. Update the necessary fields and enter the Contractor's comments in the *Contractor Comments* field.

NOTE: All required fields **must** be updated. Required fields are marked with an asterisk (*).

If the required information has already been supplied, click on the checkbox directly under *Contractor Comments*. The system updates the *Contractor Comments* field.

The Contractor Comments field **must** be updated manually or by the system.

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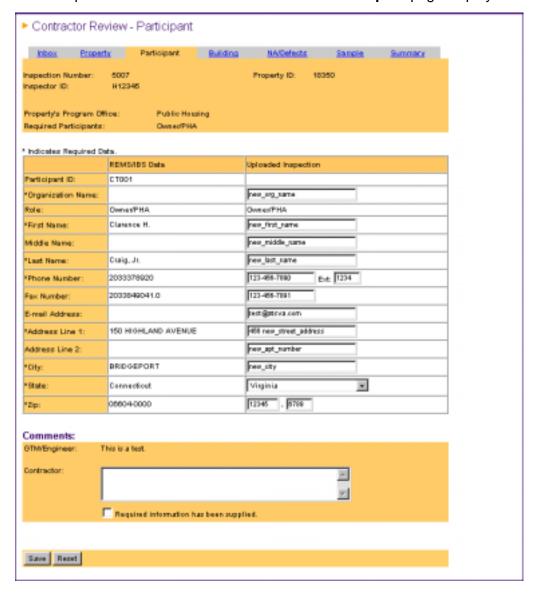
2. Click on the **Save** button to save the updated information. To return fields to the original values, click on the **Reset** button.

NOTE: Updated data will be lost if it is not saved before going to the next tab.

Contractor Review - Participant Page

The Contractor can make changes to the challenged participant information and provide comments. If the participant information is not challenged, all fields are view only and the *Contractor Comments* field is not visible.

1. Click on the Participant tab and the **Contractor Review – Participant** page displays.



2. Update the necessary fields and enter the Contractor's comments in the *Contractor Comments* field.

NOTE: All required fields must be updated. Required fields are marked with an asterisk (*).

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If the required information has already been supplied, click on the checkbox directly under *Contractor Comments*. The system updates the *Contractor Comments* field.

The Contractor Comments field must be updated manually or by the system.

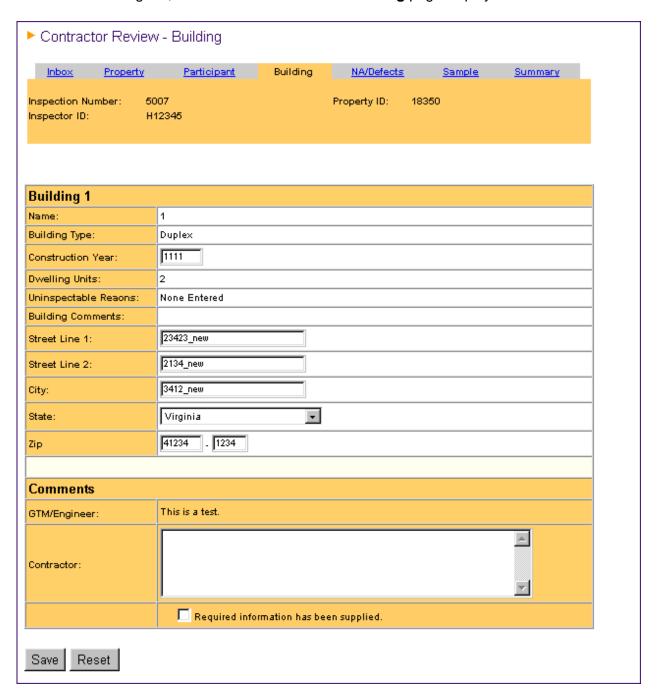
3. Click on the **Save** button to save the updated information. To return fields to the original values, click on the **Reset** button.

NOTE: Updated data will be lost if it is not saved before going to the next tab.

Contractor Review - Building Page

The Contractor can make changes to the challenged items and provide comments. If the Building information is not challenged, the *Contractor Comments* field is not visible.

1. Click the Building tab, the Contractor Review - Building page displays.



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- 2. Click on the **Save** button to save the updated information. To return to the **Building** page, click on the **Cancel** button. The **Building** page displays.
- 3. Update the necessary fields and enter the Contractor's comments on the **Building** page.

NOTE: The *Contractor Comments* field must be updated.

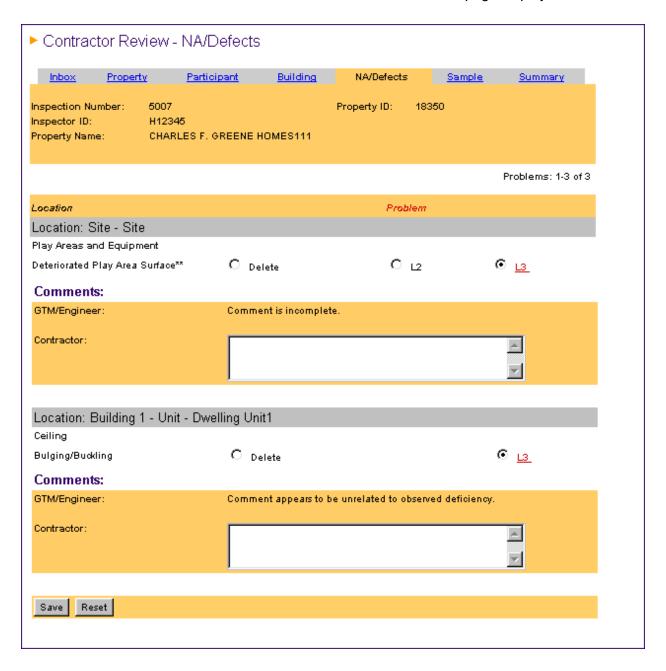
4. Click on the **Save** button to save the updated information. To return fields to the original values, click on the **Reset** button.

NOTE: Updated data will be lost if it is not saved before going to the next tab.

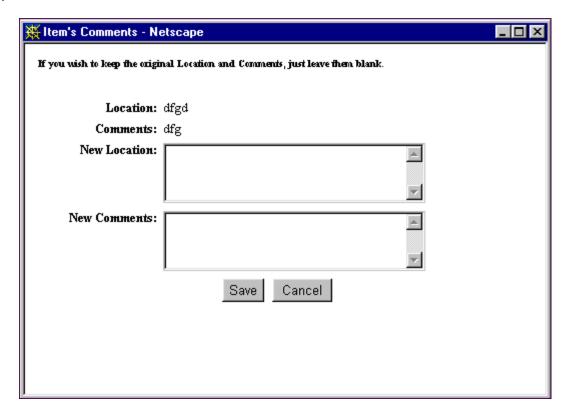
Contractor Review - NA/Defects Page

The Contractor can make changes to the challenged items and provide comments. If an item is not challenged, the **NA/Defects** page is not visible.

1. Click the NA/Defects tab, the **Contractor Review – NA/Defects** page displays.



2. Click on the <u>L3</u> link if the rating is L3. The **Item's Comments** page displays and allows the entry of a new location and comments for the L3 item.



- 3. Click on the **Save** button to save the updated information. To return to the **NA/Defects** page, click on the **Cancel** button. The **NA/Defects** page displays.
- 4. Update the necessary fields and enter the Contractor's comments on the **NA/Defects** page.

NOTE: The *Contractor Comments* field must be updated.

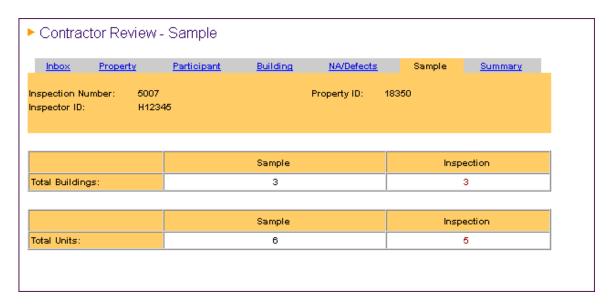
5. Click on the **Save** button to save the updated information. To return fields to the original values, click on the **Reset** button.

NOTE: Updated data will be lost if not saved before going to the next tab.

Contractor Review - Sample Page

If the sample is challenged, the Contractor can only update the *Contractor Comments* field. If the sample is not challenged, the *Contractor Comments* field is not visible.

1. Click the Sample tab, the **Contractor Review – Sample** page displays.



2. Enter the Contractor's comments in the Contractor Comments field.

NOTE: The Contractor Comments field **must** be updated.

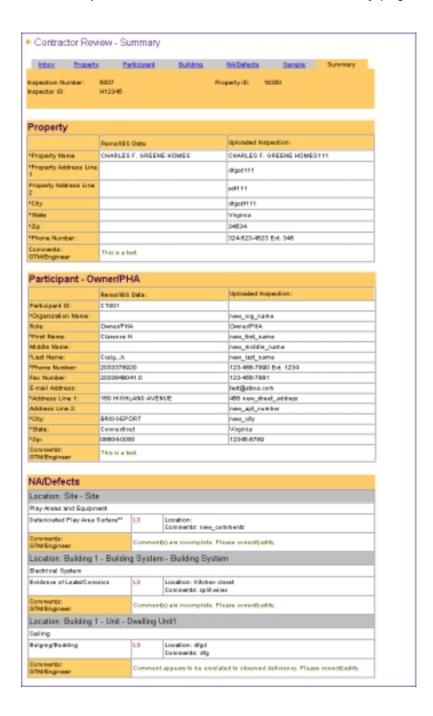
3. Click on the **Save** button to save the updated information. To return the Contractor Comments field to the original value, click on the **Reset** button.

NOTE: Updated data will be lost if not saved before going to the next tab.

Contractor Review - Summary Page

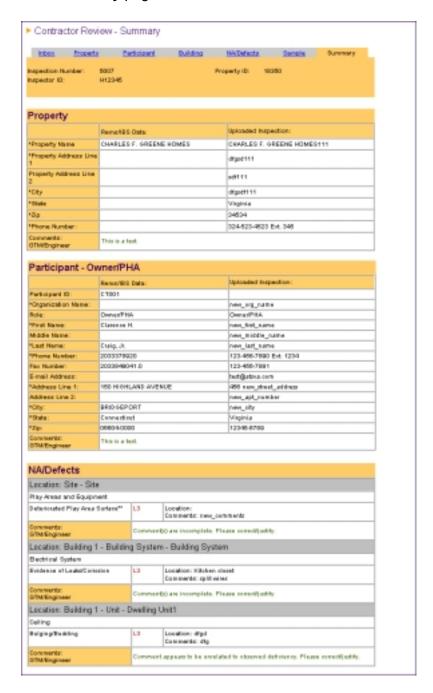
This page provides the Contractor with a summary list of the inspections challenged items.

Click on the Summary tab. The **Contractor Review – Summary** page displays.



To copy the Summary Page into a file:

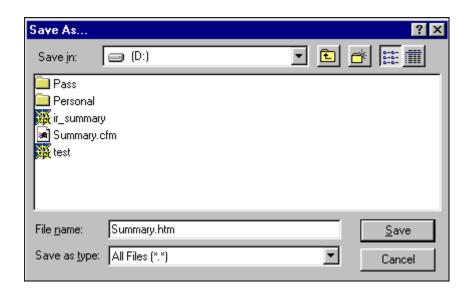
1. Access the **Summary** page.



2. Click on File Menu.



3. Select Save As menu option. The **Save As** dialogue box displays. Select where to save the file and enter the File Name with the extension .htm. In the example below the file name is Summary and the extension is .htm.

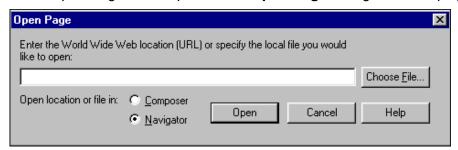


4. Click on the Save button.

5. Click on the File Menu.



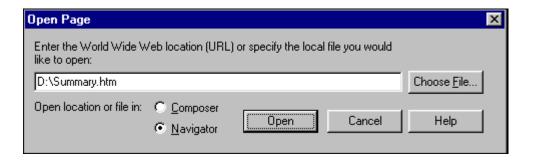
6. Select Open Page menu option. The Open Page dialogue box displays.



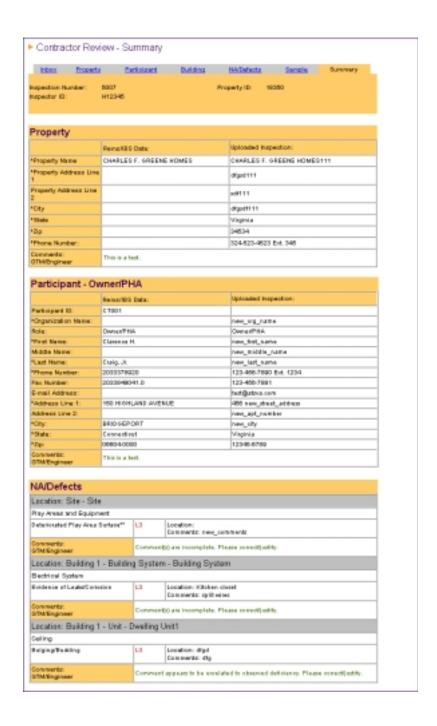
7. Click on the Choose File... button. The **Open** dialogue box displays.



- 8. Click on the appropriate file.
- 9. Click on the Open Page dialogue box displays with the pathname of the selected file.



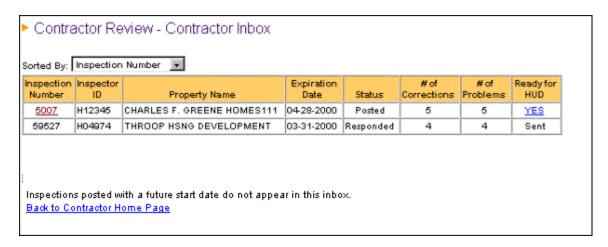
10. Click on the Open button. The **Summary** page displays as an html file.



NOTE: This file can be attached to an email and sent to the appropriate inspector.

Contractor Review - Contractor Inbox Page

1. Click on the Inbox tab after all necessary changes have been made. The **Contractor Review** – **Contractor Inbox** page displays.



2. Click on the <u>Yes</u> link in the *Ready For HUD* column to send the updated inspection back to the appropriate Inspection Review – GTM Inbox.

NOTE: The # of Corrections must equal the # of Problems before the <u>Yes</u> link appears in the Ready For HUD column.

3. Click **OK** on the message window to resubmit the inspection. The <u>Yes</u> link changes on the **Contractor Inbox** page to Sent, and the *Status* field changes from Posted to Responded.



The inspection remains in the Contractor's Inbox until the inspection is completed by HUD.

Exiting Contractor Review

Users can exit the Contractor Review at any time. Remember to save any changes before exiting. To exit the system, click on the button located at the top of any checklist page.